



Enterprise Vault™ Email Archiving System

What is Enterprise Vault?

Enterprise Vault™ (or EV) is a Symantec archiving solution that DII is rolling out for all users of the Enterprise email system across the state. It is an integral part of our Enterprise Exchange Email system and it helps us keep mailbox sizes within the 300 megabyte limit. This helps us keep our Exchange system operating at peak performance. The end result of this is that users will not have to worry about their mailboxes filling up because the vaulting process will keep your mailbox from exceeding 75% of the 300 meg limit.

How does it work?

Enterprise Vault (EV) automatically vaults items from your mailbox based upon the criteria outlined in the **Enterprise Vault Policy** section below. These mail items are stored safely in **Vaults**. Whenever you need an item that has been vaulted you can easily view it (just like regular mail) via Outlook or Outlook Web Access (OWA). Vaulted emails can still be read, replied to, resent or forwarded. They may also be restored to the mailbox from the vault. The advantages of using a product such as Enterprise Vault is that the vaulting is done automatically, stored in an easily accessible location with full searching functionality, and of course backed up. Vaulted items appear in your inbox just like regular mail. The primary difference is there will be a vault icon to the left of the item letting you know it is vaulted (instead of the usual envelope icon).

Enterprise Vault Policy

- Once your mailbox reaches 75% utilization of the 300mb limit (225mb), items will be automatically vaulted from your mailbox, starting with the oldest items, to keep you below 76% of your 300mb limit.
AND
- Email items that are 6 months old or older are automatically vaulted (regardless of whether or not you are at the 75% utilization).
AND
- Any email items that have an attachment larger than 1 megabyte and are older than two weeks will automatically be vaulted.

Note: Enterprise Vault uses the “modified date” of the mailbox item to make these determinations. This is not necessarily the same as the received date or the send date.

Additionally, we strongly encourage all mail users to follow the simple cleanup guidelines outlined here:

[How to keep your mailbox clean!](#)

-- Or --


Paste or type the following into your web browser

http://dii.vermont.gov/sites/dii/files/Mailbox_Cleanup.pdf

Following these instructions will help us by not vaulting mail items that are no longer needed.

How does my mail get vaulted?

- Every night an automated process examines your mailbox for potential items to vault based upon the policy above. Those items are then flagged for vaulting.
- Subsequently another process runs which takes those flagged items and places them in the vault.
- An email “stub” is left in your inbox which includes the first 500 characters of your message.

The “stored in vault” icon  is then placed next to the mail item to let you know it has been vaulted.

What types of items get vaulted?

- All items in your mailbox including deleted items except those listed below (subject to the percent utilization criteria listed in the policy above)

What doesn't get vaulted?

- EV does not vault unopened mail items
- EV does not vault meeting invitations or meeting acceptance/rejection notices
- EV does not vault mail received or mail delivered receipts
- EV does not vault items that are stored in a PST file on your local disk or network drives
- EV does not vault items in public folders

What happened to Auto Archiving?

- Outlook Auto Archiving will be shut off via a group policy at the domain level and you will no longer be prompted to do that.

Will I ever get the “your mailbox is almost full” message once I am vaulting mail with EV?

- There may be very rare situations where you get to 80% of your mailbox size limit and get one of these messages. If you do, you should start manually archiving items to decrease the storage used in your mailbox.

Note: In order for this situation to occur, you would have to be at 75% utilization to begin with and then receive 25mb of mail in one day.

Can I still create PST's?

- No. Do not create PST's manually as this will interfere with Enterprise Vault.

Can I upload my PST to my Mailbox?

- No. Please do not do this. If you try to do this you are likely to fill up your mailbox before the Enterprise Archive takes place and you will not be able to send or receive email. We are not vaulting PST files.

What if I am away for an extended period of time and normally receive large amounts of email?

- There are two solutions to this problem. One is that if you know you are going to be out for an extended period of time, prior to leaving you check the size of your mail folder. This is done by right clicking on the Mailbox Name – i.e. Mailbox – Shover, Rick, click on Properties for that mailbox, in the dialog box that appears click on File Size. The File Size shows up in KB's which can be somewhat confusing. For example if you see 120000 KB that means that the mailbox is

120 MB. You have 180 MB free. If the mailbox size shows 225000 that means you are at 225 MB (75%) and you may want to make some room in your mailbox. The best way to do that is to manually vault some of your email. This will create the space that you may need for your email while you are out.

- The second process would happen while you are away. Someone in your organization will get a message saying that your mailbox is full. They will need to use the process that your department has in place to contact the DII-Helpdesk or put in a Footprints ticket requesting that your mailbox be increased in size.

Can you retrieve a vaulted email that you deleted?

- No you cannot. You will be notified prior to deleting the vaulted email that you are about to permanently delete the item and asked to confirm that you wish to continue.

Will the search function in Enterprise Vault search attachments?

- Yes.

Can I use my blackberry, iPhone or other mobile device to access vaulted mail?

- There are some restrictions on how this works and there is no EV client for mobile devices. You may be able to view these items through a web browser on your mobile device. Please follow your usual process to contact the DII helpdesk for specifics.